

## Table of Contents

<i>Foreword</i>	<i>xi</i>
<i>Preface</i>	<i>xiii</i>
<i>Acknowledgments</i>	<i>xv</i>
<i>Abbreviations</i>	<i>xvii</i>

### **PART I**

Chapter 1	<b>Overview</b>	<b>3</b>
	<i>Mohsen Khalil, Philippe Dongier, and Christine Zhen-Wei Qiang</i>	
Chapter 2	<b>Nothing Endures but Change: Thinking Strategically about ICT Convergence</b>	<b>19</b>
	<i>Rajendra Singh and Siddhartha Raja</i>	
Chapter 3	<b>Economic Impacts of Broadband</b>	<b>35</b>
	<i>Christine Zhen-Wei Qiang and Carlo M. Rossotto with Kaoru Kimura</i>	
Chapter 4	<b>Advancing the Development of Backbone Networks in Sub-Saharan Africa</b>	<b>51</b>
	<i>Mark D. J. Williams</i>	
Chapter 5	<b>How Do Manual and E-Government Services Compare? Experiences from India</b>	<b>67</b>
	<i>Deepak Bhatia, Subhash C. Bhatnagar, and Jiro Tominaga</i>	

Chapter 6	<b>National E-Government Institutions: Functions, Models, and Trends</b>	<b>83</b>
	<i>Nagy K. Hanna and Christine Zhen-Wei Qiang with Kaoru Kimura and Siou Chew Kuek</i>	
Chapter 7	<b>Realizing the Opportunities Presented by the Global Trade in IT-Based Services</b>	<b>103</b>
	<i>Philippe Dongier and Randeep Sudan</i>	
 <b>PART II</b>		
	<b>Key Trends in ICT Development</b>	<b>125</b>
	<i>David A. Cieslikowski, Naomi J. Halewood, Kaoru Kimura, and Christine Zhen-Wei Qiang</i>	
	<b>ICT Performance Measures: Methodology and Findings</b>	<b>133</b>
	<b>User's Guide to ICT At-a-Glance Country Tables</b>	<b>155</b>
	<b>At-a-Glance Country Tables</b>	<b>161</b>
	<b>Key ICT Indicators for Other Economies, 2007</b>	<b>311</b>
	<i>Contributors</i>	<b>313</b>
 <b>BOXES</b>		
1.1	Broadband Raises Rural Incomes in Developing Countries	6
2.1	Examples of Convergence in Developing Countries	22
2.2	The Impact of Voice-over-Internet Protocol on International Calling Prices	23
2.3	The Impact of an Enabling Environment for Convergence: Wireline Telephony and Job Creation	29
3.1	Broadband's Effects on Firms' Behavior to Increase Competitiveness	38
3.2	Broadband's Role in Raising Rural Incomes in Developing Countries	40
3.3	The Republic of Korea's Experiences with Broadband	41
3.4	Broadband-Enabled Telemedicine	42
3.5	Broadband-Enhanced Trade Facilities in Ghana and Singapore	44
4.1	Alternative Infrastructure Providers in Morocco	58
4.2	Spain's Provision of Passive Infrastructure for Fiber-Optic Networks	59
4.3	Sharing Network Infrastructure in Uganda	59
4.4	Developing Infrastructure by Aggregating Demand in the Republic of Korea	60
4.5	A Shared Model for Backbone Infrastructure Development in East Africa	61
4.6	A Public-Private Partnership for Backbone Infrastructure in France	62
4.7	Sweden's Incentive-Based Mechanisms for Developing Backbone Networks	63
5.1	Explaining the Bhoomi Project's Success in Reducing Corruption	73
6.1	The Functions of E-Government Institutions	86
6.2	Kenya's and Mexico's Experiences with Formulating E-Government Strategy Using Interministerial Steering Committees	87
6.3	The Need to Build Strong Demand for E-Government Services and Institutions	90

6.4	Singapore: Pioneering a Centrally Driven Public ICT Agency	93
6.5	Sri Lanka: Pursuing Institutional Innovation in a Turbulent Political Environment	94
6.6	Chief Information Officer Councils in Various Countries	95
7.1	Government and University Initiatives in Skills Development for IT Services and IT-Enabled Services	117

## FIGURES

### *Part I*

1.1	Growth Effects of ICT	6
1.2	Global Distribution of Offshore IT Services and IT-Enabled Service Markets	7
1.3	ICT Expenditure in Europe by Sector, 2006	8
1.4	Impact of ICT on Corruption and Service Denial in E-Government Projects in India	9
1.5	Relation between the Country ICT Performance Measures (for Access and Applications) and Income per Capita, Developing Countries	15
2.1	Household Penetration of Wireline Telephone, Cable Television, and Electricity Networks in Selected Countries	24
3.1	Growth Effects of ICT	45
4.1	The Supply Chain for Communications	52
4.2	Economic Impact of Backbone Networks	53
4.3	Population Covered by Incumbent and Competing Networks in Four African Countries, 2007	55
5.1	User Report of Number of Trips Saved, by Project	71
5.2	User Reports of Changes in Travel Costs, by Project	71
5.3	User Reports of Reductions in Waiting Times, by Project	72
5.4	User Reports of Reductions in Bribe Payments, by Project	72
5.5	User Perceptions of Increased Service Quality, by Project	74
5.6	Changes in User Perceptions of Overall Composite Score, by Project	74
5.7	System Breakdowns, according to Service Delivery Site Operators, by Project	76
5.8	Computerization-Driven Changes in Operating Costs for Implementing Agencies	77
5.9	Impact of Computerization on Business Process Change	77
5.10	Impact of Computerization on Corruption and Service Denial	77
7.1	Global Opportunities for IT Services and IT-Enabled Services	105
7.2	India's Addressable Market for Vertical and Horizontal IT-Enabled Service Functions	105
7.3	Global Distribution of Offshore IT Services and IT-Enabled Service Markets	106

### *Part II*

1	Mobile Phone Subscriptions in Developing and Developed Countries, 2000–07	126
2	Status of Competition in Fixed and Mobile Telephony in Developing and Developed Countries, 2007	126

3	Mobile Telephony Penetration before and after the Introduction of Competition	126
4	Number of Internet Users by Region, 2000 and 2007	127
5	International Bandwidth in Developing Regions, 2000–07	128
6	Broadband Penetration and Gross National Income in Various Economies, 2007	128
7	Average Annual Change in Price of Mobile Phone Services in Various Countries, 2004–06	129
8	Monthly Price of Internet Services in Various Sub-Saharan African Countries, 2005–07	129
9	ICT Service Exports as a Percentage of Total Service Exports for the Top-Five Countries, 2000–06/07	130
10	Relation between the Country ICT Performance Measures (for Access and Applications) and Income per Capita, Developing Countries	136
11	Average Country ICT Performance Measures, by Region	137
A1	Internet Use by Businesses and Employees, Selected Countries, 2005 and 2006	144

## TABLES

### *Part I*

1.1	Models for E-Government Institutions in Various Countries	12
2.1	Different Forms of Convergence	20
2.2	Policy Responses to Convergence around the World	27
3.1	Impacts of Broadband on Economic Activities in U.S. Communities	39
3.2	Growth Regression Separating Effects of Broadband Penetration	44
3A.1	Definition of Variables	46
3B.1	Regression for per Capita Growth	47
4.1	Policy Options for Expanding Backbone Networks	57
5.1	Performance Measures and Indicators for ICT Projects for Users and Service Providers	70
5.2	User Reports of Bribes Paid to Functionaries and Intermediaries/Agents, by Project	73
5.3	Users' Top-Four Desired Features of Services, by Project	75
5.4	Variations in Service Quality across Seven Bhoomi Project Kiosks	75
5.5	Impact of Computerization on Agency, by Project	76
5.6	Summary Results of User Survey, by Project	78
5.7	An Assessment Framework for E-Government	79
5A.1	Profile of Respondents to User Surveys on E-Government Projects	80
5A.2	Summary of Findings of User Surveys on E-Government Projects	80
6.1	Models for E-Government Institutions in Various Countries	91
6A.1	Characteristics of E-Government Institutions in Selected Countries	101
7.1	Types of IT Services and IT-Enabled Services	104
7.2	Frameworks for Assessment of Locations for IT Services and IT-Enabled Services	108

7.3	Relative Percentage of Components in the Total Cost of Offshoring	109
7.4	NASSCOM IT-Enabled Services Skill Competence Testing Themes	115

*Part II*

1	Measures of E-Government and E-Commerce in Developing and Developed Countries	131
2	Indicators for the Country ICT Performance Measures	134
3	Example of How a Country ICT Performance Measure Is Calculated (Mauritius)	134
4	Average Country ICT Performance Measures, by Income Level	135
5	Country ICT Performance Measures, by Income Level and Economy, 2007	140
A1	Use of the Internet by Individuals and Businesses, 2005–07	145
A2	Location of Internet Use by Individuals	147
A3	Frequency of Internet Use by Individuals, 2005–07	149
A4	Proportion of Businesses Using the Internet, by Type of Activity, 2005–06	150
A5	Supplemental ICT Data, 2007	152
6	Classification of Economies by Income and Region, FY2009	157